



David J. Johnson
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 10, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 21B35

Certain 2020 Model Year Explorer Police Vehicles Equipped with a 3.0L EcoBoost Engine

Right-Hand Catalytic Converter and Right-Hand and Left-Hand Exhaust Flexible Pipe(s) Inspection

REF: NEW VEHICLE / DELIVERY HOLD - Emission Recall 21E11

Certain 2020-2021 Model Year Explorer ST and Police Interceptor Vehicles Equipped with a 3.0L EcoBoost Engine

Left-Hand Catalytic Converter Replacement and Powertrain Control Module Reprogram

PROGRAM TERMS

This program will be in effect through November 30, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer Police	2020	Chicago	November 9, 2018 through September 12, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the right-hand catalytic converter, or the exhaust flexible pipes, which are downstream of the catalytic converters, may have a crack, which may cause increased noise from the exhaust system and/or an exhaust odor.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to inspect the right-hand catalytic converter and the right-hand and left-hand exhaust flexible pipes and replace as necessary per the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 29, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

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OASIS ACTIVATION

OASIS will be activated on November 15, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by
November 15, 2021. Owner names and addresses will be available by December 17, 2021.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this field service action.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

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Certain 2020 Model Year Explorer Police Vehicles Equipped with a 3.0L EcoBoost Engine
Right-Hand Catalytic Converter and Right-Hand and Left-Hand Exhaust Flexible Pipe(s) Inspection

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires November 30, 2022.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the replacement of a cracked right-hand catalytic converter and/or right-hand and/or left-hand exhaust flexible pipe(s).

RENTAL VEHICLES

Rental vehicles are not approved for this program.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 21B35**

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 21B35 is the sub code.
 - Customer Concern Code (CCC): E41 – Unusual Exhaust system Odor
 - Condition Code (CC): 01 – Broken/Cracked
 - Causal Part Number: 5E212
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21B35 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for Misc. Expense for two 300 Series Stainless Steel 3" Worm-Gear Clamps 5/8" Wide or Greater
 - Program Code: 21B35
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$20.00

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Right-Hand Catalytic Converter and Right-Hand and Left-Hand Exhaust Flexible Pipe(s) Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Inspect</u> the Right-Hand Catalytic Converter and the Right and Left-Hand Flexible Exhaust Pipes – <u>No parts replaced</u>	21B35A	0.3 Hours
Inspect and replace: Right-Hand Catalytic Converter (can only be claimed with 21B35ZZ)	21B35B	1.7 Hours
Inspect and replace: (can only be claimed with 21B35ZZ) <ul style="list-style-type: none"> • Right-Hand Catalytic Converter • Right-Hand Side Flexible Pipe 	21B35C	1.7 Hours
Inspect and replace: (can only be claimed with 21B35ZZ) <ul style="list-style-type: none"> • Right-Hand Catalytic Converter • Left-Hand Side Flexible Pipe 	21B35D	1.8 Hours
Inspect and replace: (can only be claimed with 21B35ZZ) <ul style="list-style-type: none"> • Right-Hand Catalytic Converter • Right-Hand Side Flexible Pipe • Left-Hand Side Flexible Pipe 	21B35E	1.8 Hours
Inspect and replace: Right-Hand Side Flexible Pipe Only (can only be claimed with 21B35ZZ)	21B35F	0.4 Hours
Inspect and replace: Left-Hand Side Flexible Pipe Only (can only be claimed with 21B35ZZ)	21B35G	0.4 Hours
Time allowed to submit photos (cannot be claimed with 21B35A)	21B35ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

The flex pipes and right-hand grass shield are not available to repair all vehicles, which require replacement.

To place an order for the following part base part numbers 5G203 or 5E528, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with VIN-specific photos (see digital image requirements below).

- If agents can easily determine if part is RH or LH, and where the part is damaged then the part order can be expedited.
- Photos should have correct focus, proper lighting, and correct photo orientation.

Photos not required:

- Multiple photos of the vehicle
- Underbody of the vehicle
- Flex pipes showing nothing wrong
- Door labels and vehicle license plates

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Right-Hand Catalytic Converter and Right-Hand and Left-Hand Exhaust Flexible Pipe(s) Inspection

Photos are required:

1. RH Flex Pipe – Base Part Number -5G203-
 - a. Photo must indicate which side RH or LH
 - b. One photo required for each part number ordered
 - c. Crack must be visibly clear in the photo
2. LH Flex Pipe – Base Part Number -5G203-
 - a. Photo must indicate which side RH or LH
 - b. One photo required for each part number ordered
 - c. Crack must be visibly clear in the photo
3. Right Hand Grass Shield – Base Part Number – 5E258
 - a. Part should only be ordered if missing from vehicle
 - b. One photo required for each part number ordered
 - c. Photo must show grass shield missing from underbody

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-5G203-FJ	Right-Hand Side Flexible Pipe	1	1
L1MZ-5G203-X	Left-Hand Side Flexible Pipe	1	1
L1MZ-5E258-B	Right-Hand Side Grass Shield	As Required – Only if Missing from Vehicle	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
M1MZ-5E212-A	Right-Hand Catalytic Converter	1	1
L1MZ-6L612-B	Right-Hand Catalytic Converter Gasket	1	1
W719699-S442	Right-Hand Catalytic Converter Nuts	2	2
W721083-S439	Transmission Crossmember Bolts (PKG of 4)	1	4
W716979-S439	Rear Sub-Frame Bolts (PKG of 4)	1	2
W719413-S439	Middle Sub-Frame Bolts (PKG of 4)	1	2
W500010-S442	Right-Hand Side Grass Shield Bolt	As Required – Only if Missing from Vehicle	
W525174-S300	Skid Plate Rivets		

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 3% of the affected vehicle population is expected to require replacement of a cracked right-hand catalytic converter and/or right-hand and/or left-hand exhaust flexible pipe(s).

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Obtain the parts below locally

Part Number	Description	Order Quantity	Claim Quantity
Obtain Locally	300 Series Stainless Steel Bands - 5/8" Wide or Greater	2	Claim as Misc. Other

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

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Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2020 MODEL YEAR EXPLORER POLICE VEHICLES EQUIPPED WITH A 3.0L ECOBOOST ENGINE — RIGHT-HAND CATALYTIC CONVERTER AND RIGHT-HAND AND LEFT-HAND EXHAUST FLEXIBLE PIPE(S) INSPECTION

SERVICE PROCEDURE

NOTE: Photo submission is required for all components that are found to be cracked or leaking.

1. Inspect the Left Hand (LH) exhaust flexible pipe convolute for cracks or leaks. Were any cracks or leaks found at the LH exhaust flexible pipe convolute? See Figures 1 and 2.

FAIL - Replace the LH exhaust flexible pipe. Please follow the Workshop Manual (WSM) procedures in Section 309-00B. Then proceed to Step 2.

PASS - Proceed to Step 2.

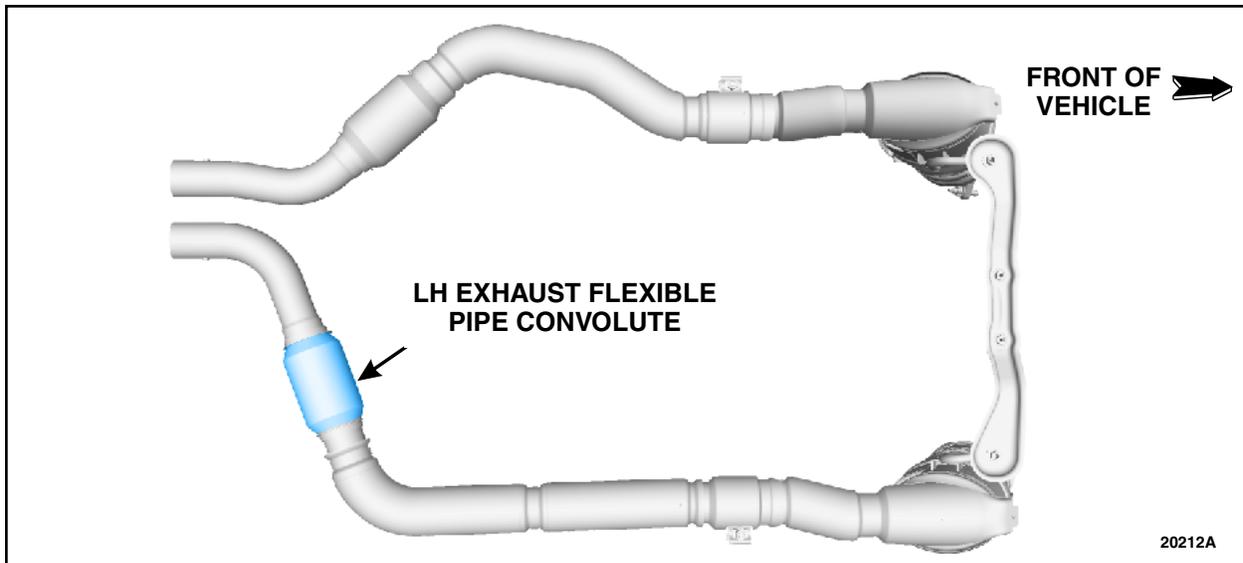


FIGURE 1

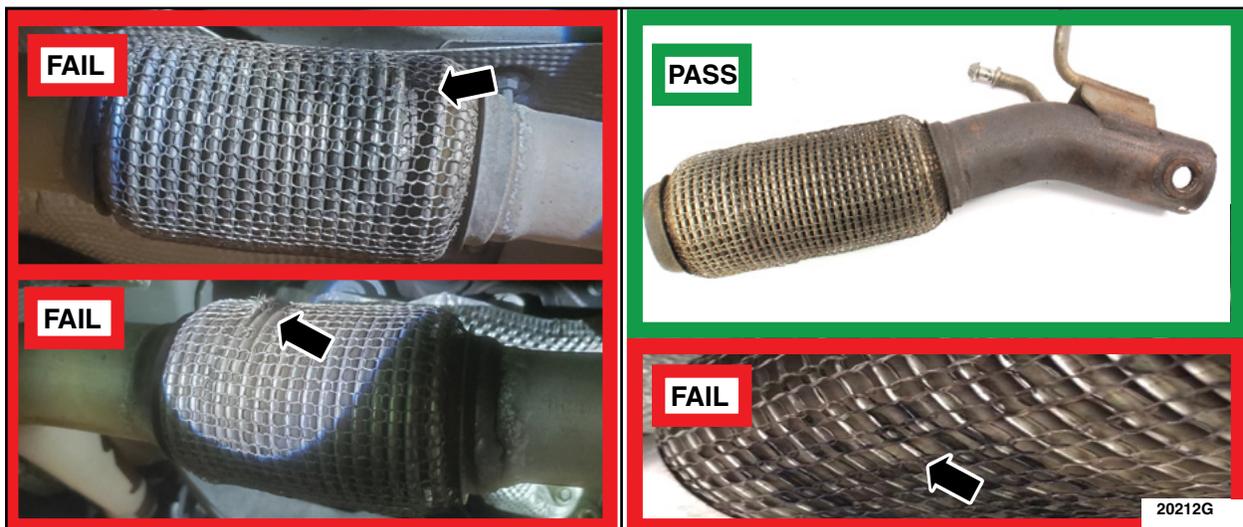


FIGURE 2



2. Using a mirror, inspect around the base of the flange of the Right Hand (RH) catalytic converter.
Are there any signs of cracking or leaking in the flange area's shown in Figures 3 and 4?

FAIL - Proceed to Step 4.
PASS - Proceed to Step 3.

NOTE: Catalytic converter shown outside of the vehicle for clarity.

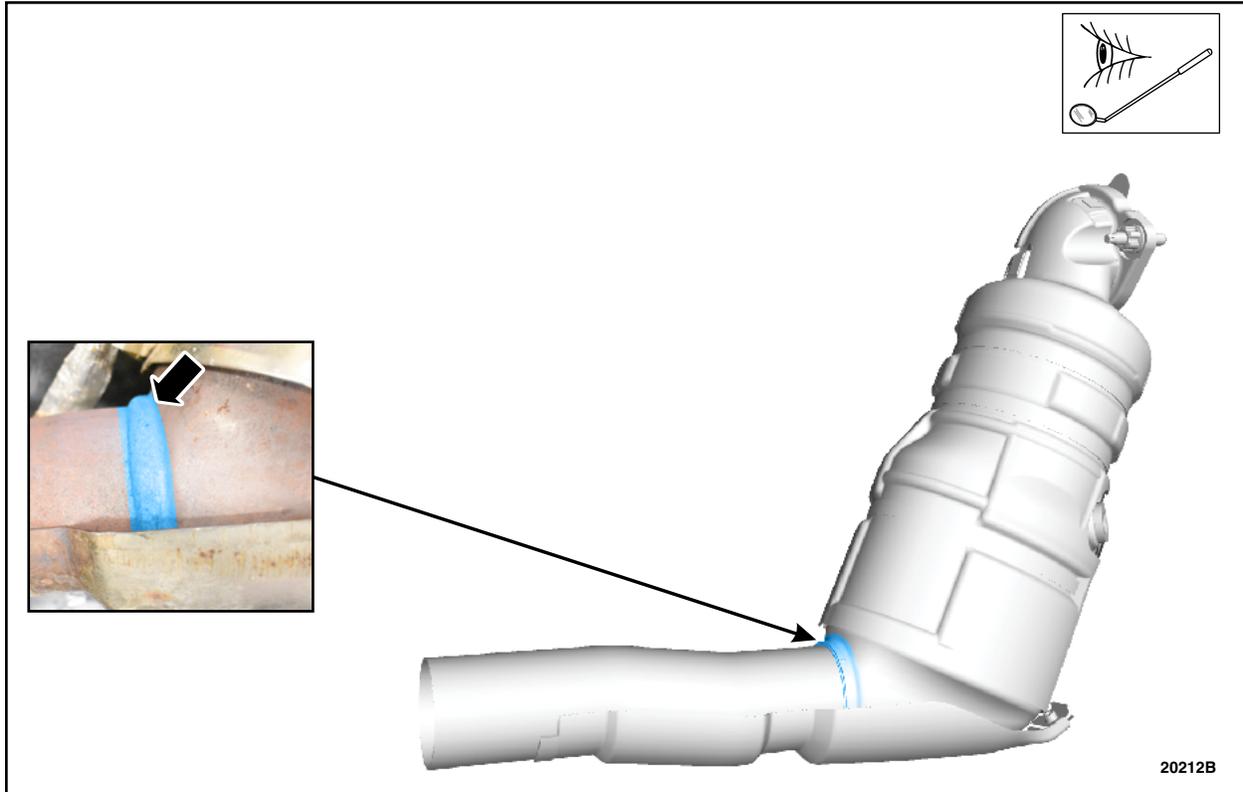


FIGURE 3



FIGURE 4



3. Inspect the RH exhaust flexible pipe convolute for cracks or leaks. Were any cracks or leaks found at the RH exhaust flexible pipe convolute? See Figures 5 and 6.

FAIL - Replace the RH exhaust flexible pipe. Please follow the WSM procedures in Section 309-00B. This completes the recall.

PASS - This completes the recall.

NOTE: Catalytic converter shown outside of the vehicle for clarity.

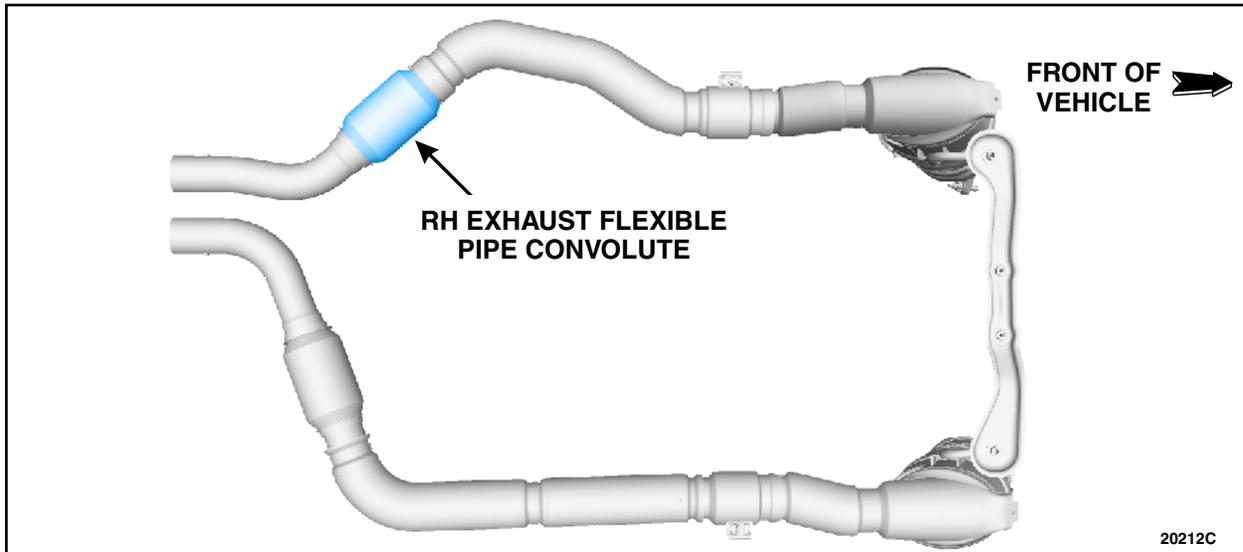


FIGURE 5

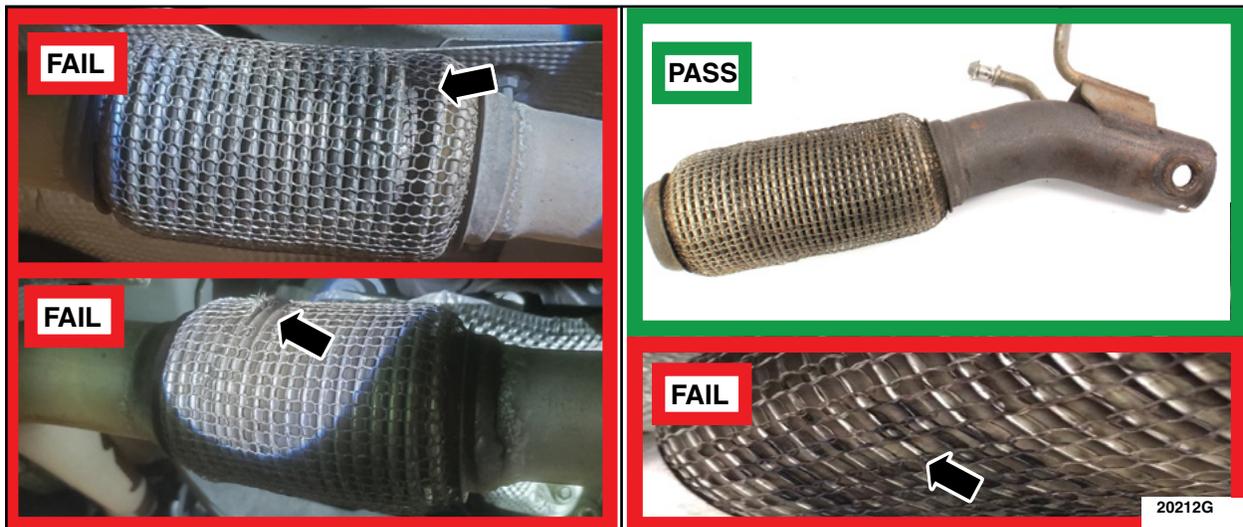


FIGURE 6



4. Inspect the RH exhaust flexible pipe convolute for cracks or leaks. Were any cracks or leaks found at the RH exhaust flexible pipe convolute? See Figures 7 and 8.

FAIL - Remove the RH Catalytic Converter. Please follow the WSM procedures in Section 309-00B. **Discard** the RH exhaust flexible pipe as a *new* exhaust flexible pipe will be installed on reassembly. Then proceed to Step 5.

PASS - Remove the RH Catalytic Converter. Please follow the WSM procedure in Section 309-00B. Then proceed to Step 5.

NOTE: Catalytic converter shown outside of the vehicle for clarity.

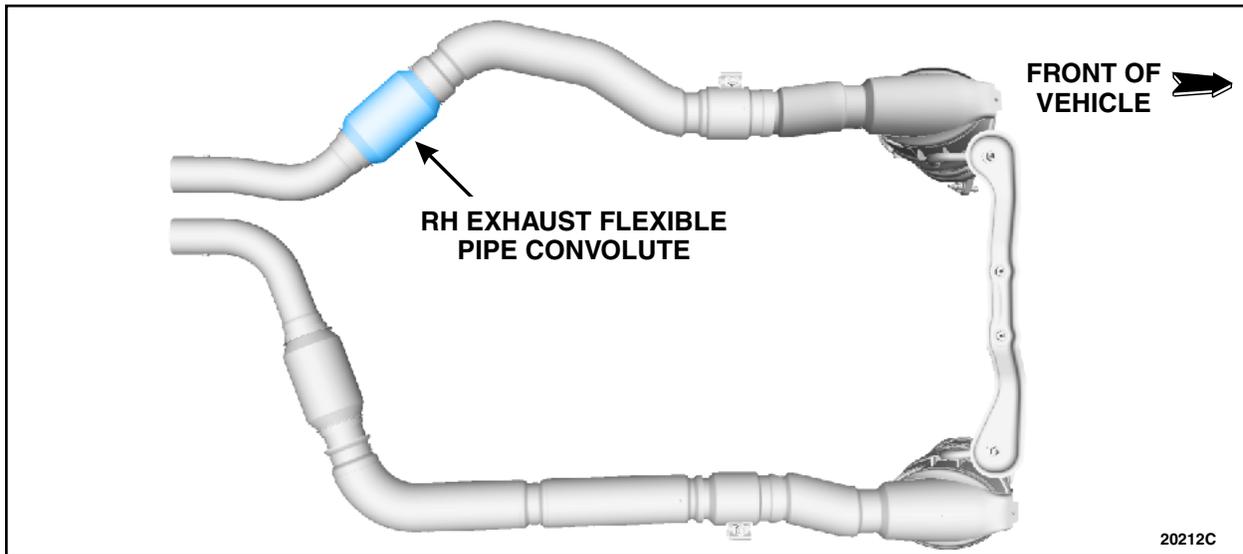


FIGURE 7

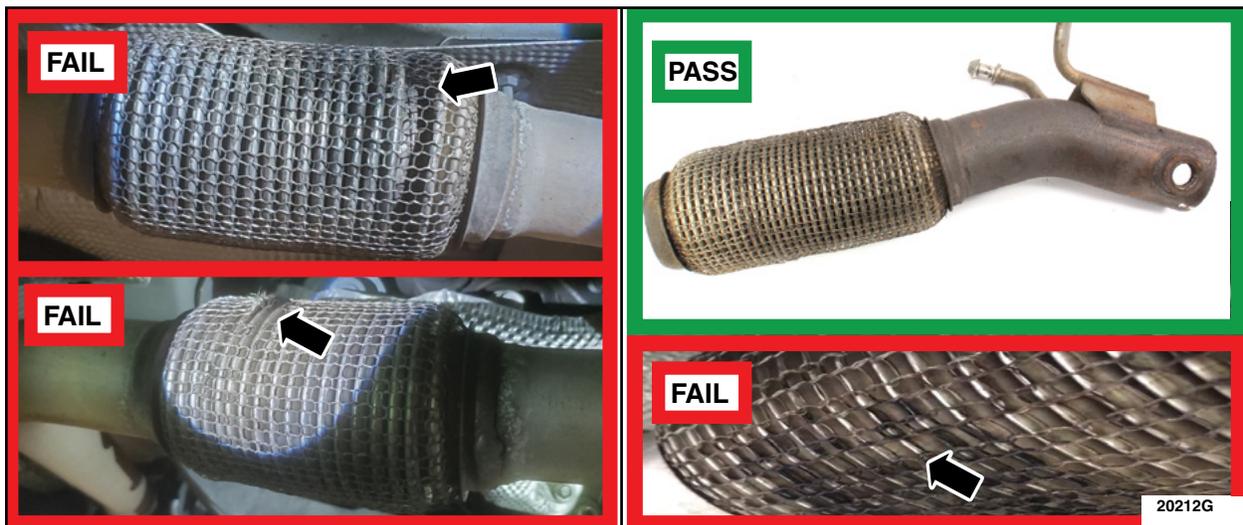


FIGURE 8



NOTE: If the vehicle did not come in with a grass heat shield or grass heat shield bolt, a grass heat shield and/or bolt will need to be ordered and installed prior to turning the vehicle over to the customer. If a grass heat shield and/or bolt is required contact the SSSC. When contacting the SSSC for approval of the grass heat shield and/or grass heat shield bolt, both the VIN and a picture of the catalytic converter (Still on the vehicle) with the missing components must be attached to the SSSC claim submission. See **Appendix A - Picture Requirement** on Page 8 for examples of acceptable and unacceptable photos.

5. Remove the front grass heat shield bolt from the RH catalytic converter. See Figure 9.

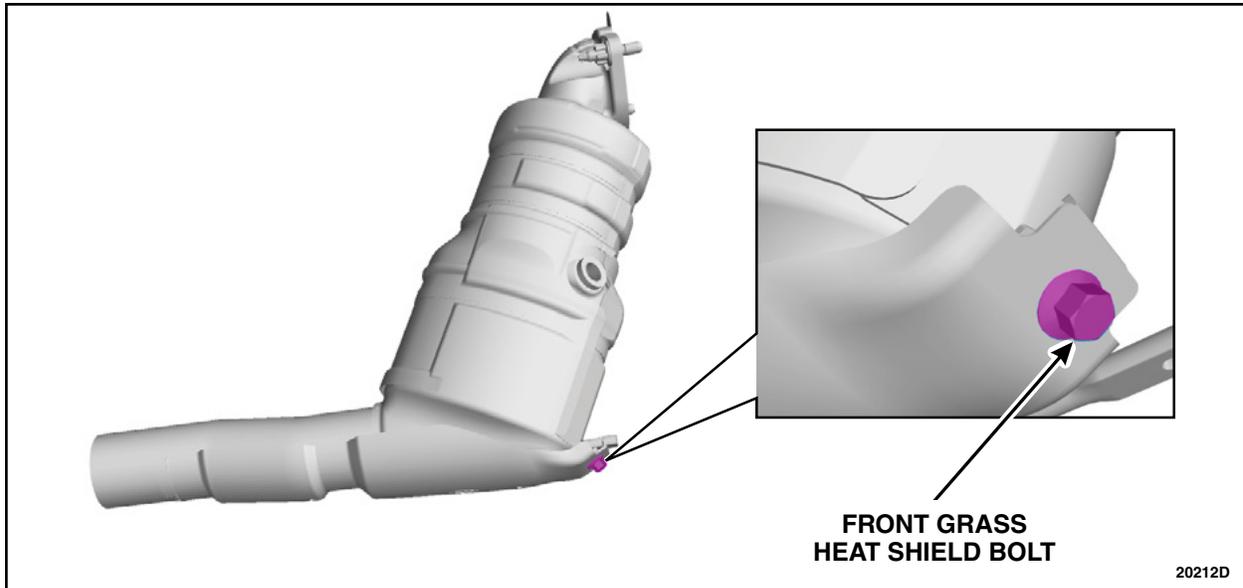


FIGURE 9

6. Cut the retaining bands holding the grass heat shield to the catalytic converter, then remove and set aside the lower heat grass shield and discard the retaining bands and the catalytic converter. See Figure 10.

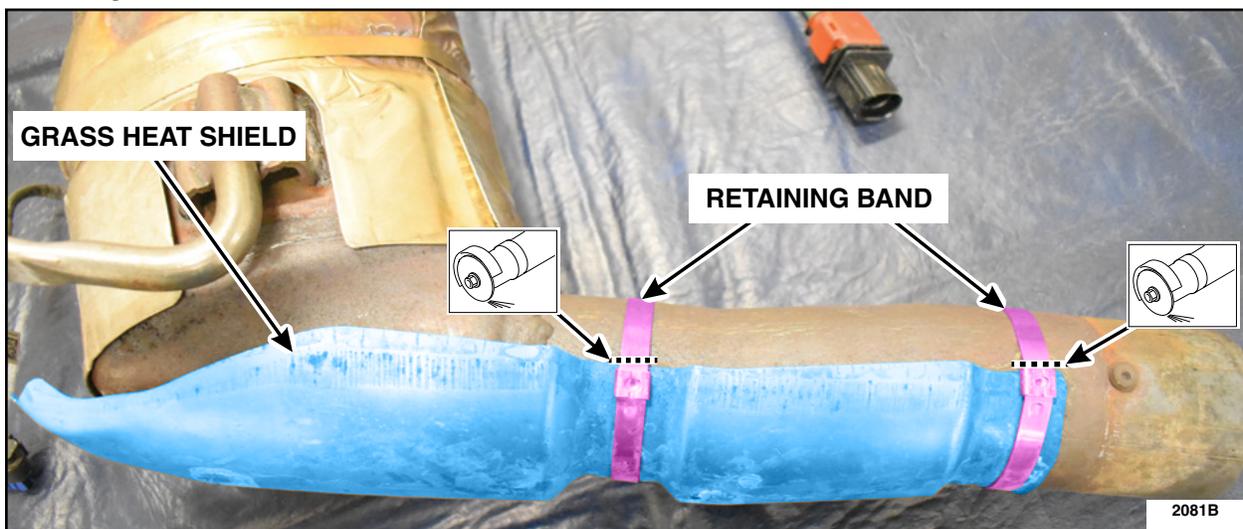


FIGURE 10



7. Install the grass heat shield and the front grass heat shield bolt onto the *new* RH catalytic converter.
See Figure 11.

- Torque: 133 lb.in (15 Nm)

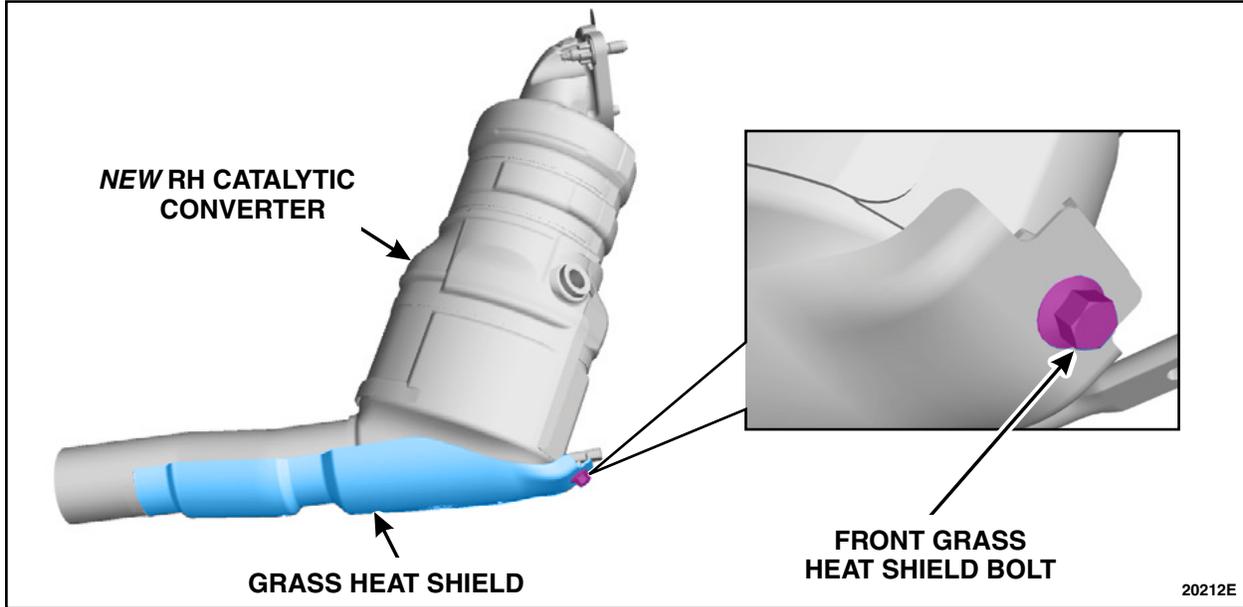


FIGURE 11



8. Apply two 3 inch (76 mm) stainless steel worm gear clamps as shown in Figure 12. Trim any of the excess worm gear band as needed.

Torque: 24 lb.in (2.7 Nm)

NOTE: Material of worm gear clamp band and screw need to be made of stainless steel (300 series or greater) for corrosion protection.

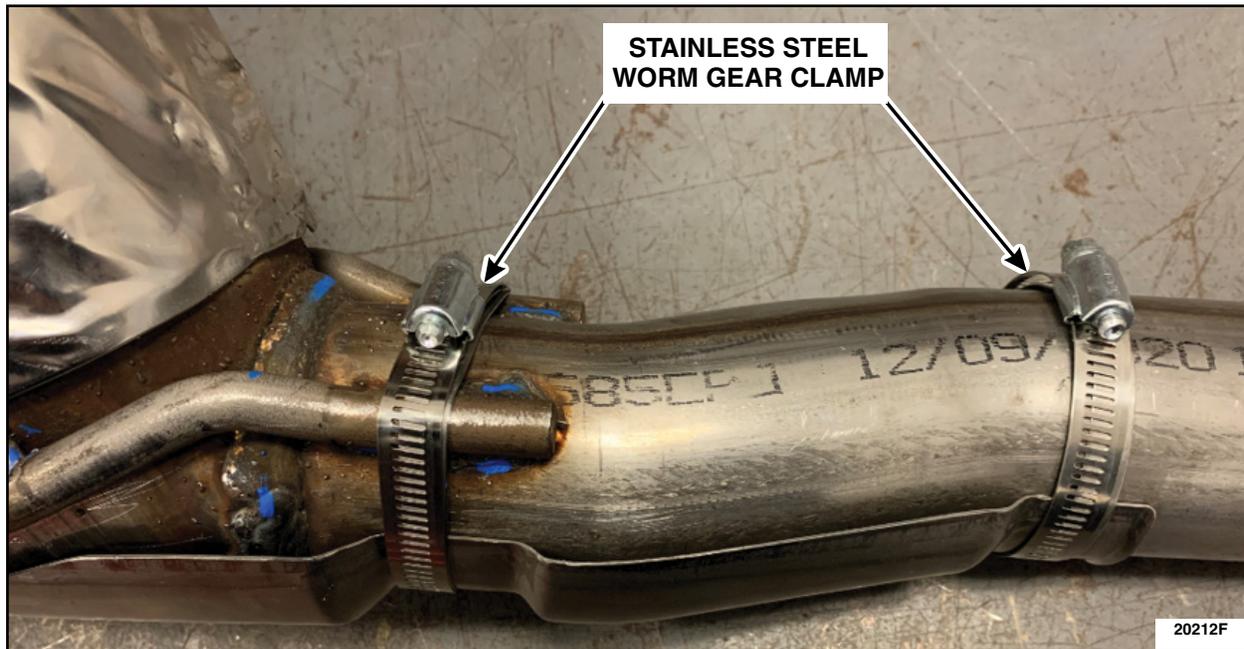


FIGURE 12

NOTE: If the RH exhaust flexible pipe was found to be damaged and was discarded in Step 4, install the *new* exhaust flexible pipe when performing Step 9.

9. Install the *new* RH catalytic converter. Please follow the WSM procedure in Section 309-00B.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Appendix A - Photo requirements

1. Digital images are now required to be attached to each catalytic converter or exhaust flex pipe part order. Before submitting VIN-specific part order to SSSC, review new digital image submission requirements in Attachment II of the Dealer Bulletin. See Figures 13 through 16 for examples.



FIGURE 13



FIGURE 14





FIGURE 15



FIGURE 16





FIGURE 17





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

November 2021

Customer Satisfaction Program 21B35

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? On your vehicle, the right-hand side catalytic converter or the exhaust flexible pipes, which are downstream of the catalytic converters, may have an exterior crack.

What is the effect? If a crack exists in these locations, an occupant might notice increased noise from the exhaust system and/or an exhaust odor. Since the cracks would be located downstream of where the emissions are treated in the catalytic converter, there is no risk of exceeding emissions standards.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the parts listed above and replace as necessary, free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until November 30, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B35. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

**Have you previously
paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the replacement of the parts listed above. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer
own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you
further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: owner.ford.com

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM
(Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division